

## HOME DELIVERY SOLUTIONS



### Client's Requirements

Achieve reduced claims and costs associated with returned deliveries.

### Solution

Lynden conducted onsite meetings with the client to document and discuss issues, resulting in new customized solutions producing the desired result.

### Results

Claims reduced by 75% and a significant reduction in return costs.

Lynden Logistics provides online merchants, catalog retailers, big-box stores and other multichannel retailers a full menu of home delivery services including curbside, threshold, and white glove options. We understand the critical nature of home delivery service and have the expertise, experience, and resources to provide our clients' customers personalized, damage-free deliveries. In fact, when a major manufacturer of living room furniture was looking to reduce damage claims and returns costs for their residential deliveries, they looked to Lynden Logistics for a solution. Lynden initiated meetings with the client at their facilities to discuss loading, packaging and paperwork. The customer was also invited to our Dallas warehouse to oversee offload and packaging procedures. From these meetings, Lynden was able to devise and implement several new processes to achieve the desired result:

- The customer was instructed on a new process for packaging their materials.
- Lynden developed a repack process which included a protective bag to cover product if wear-and-tear was found in packaging (this was also used for returns).
- A design fault was found in the bracing of couches, and a simple fix was created by adding an additional wood brace at the customer's factory.
- Lynden developed a seamless loading process with onsite trailers, allowing the customer the benefit of maximizing trailers without the need to regionalize loading procedures.
- Lynden handled the sorting of East/Central/West products, creating time and space at the customer's facility.
- Developed special programs for time specific rollout of products, such as "Black Friday" and special promotions.
- Eliminated most paperwork through Electronic Data Interchange (EDI).

After implementing these solutions, our customer realized a claims reduction of 75% and a dramatic decrease in their annual returns costs. Lynden also performed at 99.6% for on-time deliveries.